

GOVERNMENT OF THE DISTRICT OF COLUMBIA
DEPARTMENT ON DISABILITY SERVICES

PCR Results Web Posting

Provider Organization	Volunteers of America
Contact Person(s)	Nadia Cayce
Phone Number	202-276-7843
Email Address(s)	NCayce@voaches.org
Provider Services Reviewed	Residential Habilitation, Supported Living, Companion Services,
# Individuals Reviewed by Service	Residential Habilitation - 2 Supported Living - 2 Companion Services - 2
Annual PCR dates	09/11/2017 - 09/13/2017
F/U Review Date(s)	N/A
Annual Report Date	09/21/2017
F/U Report Date	N/A

The overall results on initial review were:

Service		Person Centered Domains Score			Satisfaction Score	
		# Yes/Total	Points Yes/Total	%	# Yes/Total	%
Residential Habilitation	All Q/A Indicators	140/147	492/519	95%	20/20	100%
	Critical Indicators	40/43	200/215	93%		
Supported Living	All Q/A Indicators	136/140	466/484	96%	20/20	100%
	Critical Indicators	33/36	165/180	92%		
Companion Services	All Q/A Indicators	77/81	295/311	95%	20/20	100%
	Critical	32/34	160/170	94%		

Indicators					
Organizational		Organizational Outcomes Score			
		# Yes/Total	Points Yes/Total	%	
	All Q/A Indicators	44/48	140/154	91%	
	Critical Indicators	12/14	60/70	86%	
Respite Services - Org. readiness only		5/5			

Certification issued/dates/services

Waiver Service	Certification Dates	Certification Type
Residential Habilitation	09/11/2017 - 09/11/2018	Annual
Supported Living	09/11/2017 - 09/11/2018	Annual
Companion Services	09/11/2017 - 09/11/2018	Annual